



Daimler Truck implements Expense 365 for easier expense workflows

Located in Singapore (HQ Germany), Daimler Truck is a global leader in commercial vehicles, supporting customers worldwide across trucks, buses, transportation, and logistics.

With deep expertise in vehicle manufacturing and mobility solutions, Daimler Truck operates at scale to deliver reliable, efficient, and innovative transportation systems. Its focus on operational excellence and financial discipline enables the organization to manage complex global operations including multi-currency expenses, project-based cost tracking, and cross-regional compliance while adapting to evolving business and market demands.

DAIMLER
TRUCK

Customer: Daimler Truck

Website: <https://www.daimlertruck.com/en>

Customer size: 1k - 10k Employees

Country: Singapore (HQ Germany)

Industry: Manufacturing

Services: Trucks, Buses, Transportation, and Logistics

Up to **50%**

AI-powered receipt scanning helped finance teams process travel expenses faster.

2x faster

Automated approval workflows reduced delays in reviewing & approving expense claims.

~40%

Centralized GST, mileage, SWT, and multi-currency reporting improved expense accuracy.

Challenges

Prior to implementing Expense Tracker 365, the organization relied on manual processes and disconnected systems to manage employee expenses, resulting in approval bottlenecks, delayed reimbursements, and limited visibility into overall spending. The absence of automation led to inconsistent approvals and difficulties tracking expenses across multiple currencies and projects.

The organization also required a range of specific customizations that their existing setup could not support per diem allowance management, meal deduction calculations, GST handling and reporting, mileage calculation for vehicle-based travel, SWT template support in reports, project-based approval workflows, multi-level approvals, and custom fields.

Why Expense Tracker 365 Was Selected

After evaluating available solutions, the organization chose Expense Tracker 365 based on its ability to meet both standard and highly specific business requirements. The platform stood out for its flexibility to accommodate custom workflows and configurations, robust multi-level and project-based approval processes, and built-in multi-currency support. Its workflow automation capabilities, user-friendly interface for employees, approvers, and finance teams and comprehensive reporting and email notification features further aligned with the organization's operational needs. Additional considerations included faster implementation timelines, a responsive support team, and the platform's scalability to support future process enhancements.

Unlike alternative solutions evaluated, Expense Tracker 365 offered the rare combination of standard expense management functionality alongside the ability to support highly tailored workflows and reporting requirements, making it the clear choice for the organization's needs.

Key Features in Use

Following implementation, the organization actively utilizes a broad range of Expense Tracker 365 capabilities to manage its expense processes end-to-end. These include multiple expense submission management, multi-level and project-based approval workflows, and automated marking of expenses as paid upon approval. The organization also leverages custom fields for business-specific data capture, per diem allowance configuration, meal deduction management, and GST tracking and calculations. Additional features in active use include mileage calculation for vehicle travel, multi-currency expense handling, automated email notifications, and advanced reporting with SWT template support.

Together, these features have streamlined expense processing across the organization while ensuring consistent compliance with internal finance policies.

Solution

Expense Tracker 365 addressed the organization's challenges through a comprehensive set of capabilities tailored to their specific requirements. Automated workflows replaced manual expense processing, significantly reducing administrative effort and eliminating approval bottlenecks. Multi-level and project-based approval workflows ensured faster turnaround times, while automated payment marking and email notifications reduced reimbursement delays and the need for manual follow-ups.

Enhanced visibility into project and departmental expenses gave finance and approval teams greater control over spending, and built-in GST and mileage calculation tools improved accuracy and ensured compliance with internal policies. Standardized reporting, including SWT template support, strengthened audit readiness and brought consistency to expense reporting across the organization.

Client Says

“Expense 365 helped us manage complex expense rules like per diem, mileage, and cross-year claims with ease. Predefined approval workflows made submissions and approvals smooth consistent across teams. Overall, tracking and processing expenses is now faster, clearer, and more reliable for everyone involved.” - Ng Zhi Yun, Finance & Accounting, Daimler Truck

Key Benefits to Daimler Truck

- Simplified Submissions & Approvals:** Employees submit expenses with complete details the start, reducing errors and rework.
- Automated Approval Flows:** Clear approval flows help managers review and action expenses faster with less back-and-forth.
- Faster Reimbursements:** Approved expenses move quickly through reimbursement, improving the employee experience.
- Real-Time Expense Monitoring:** Finance teams monitor all expense activity in real time, ensuring visibility, control, and timely reviews across the organization.

